Fig. 1

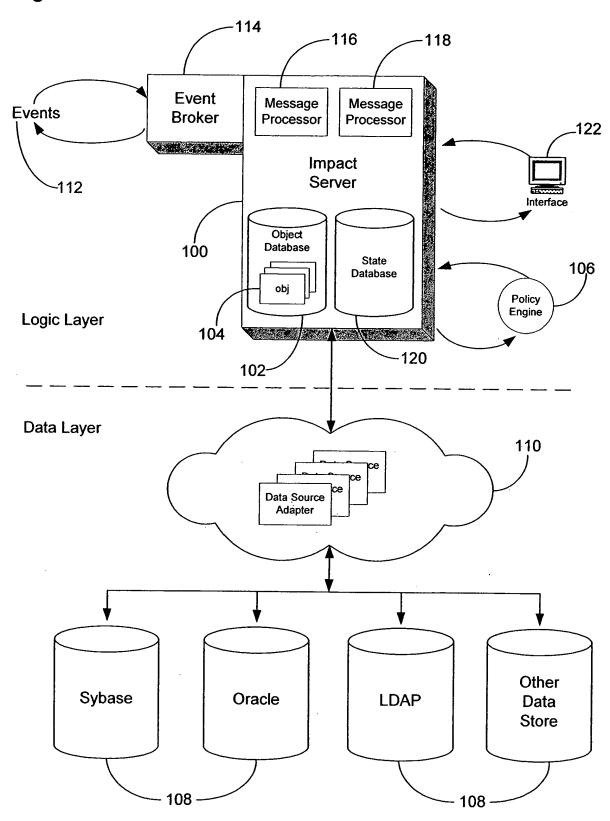
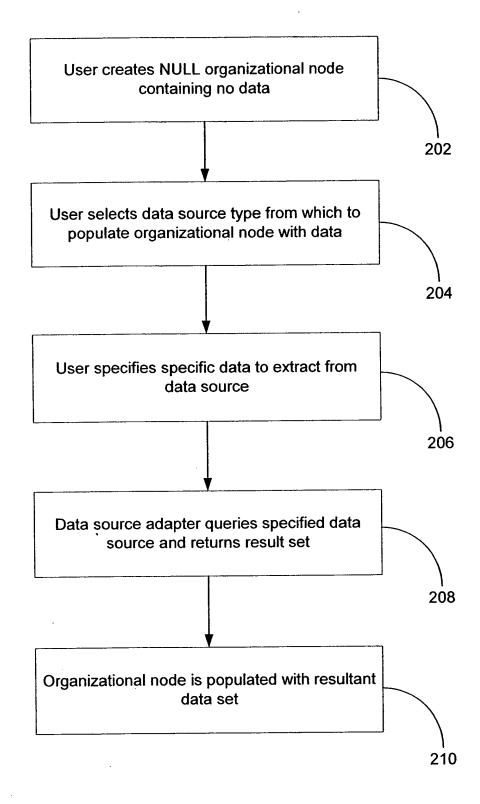


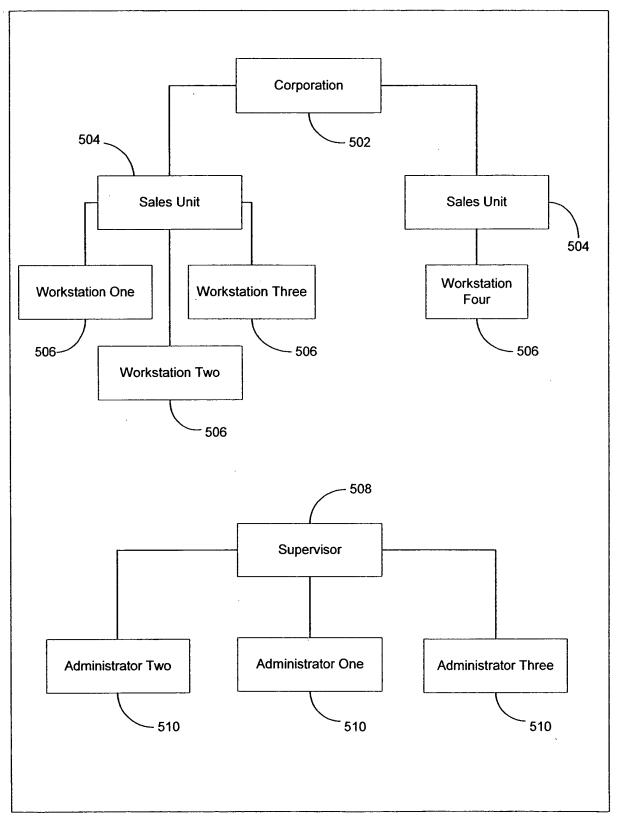
Fig. 2



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Administrator (OrgNode) Name: Matthew Kaufman Email: mkaufman@bigfirm.com Pager: 917-555-1234 104 **Normalized Data Data Source Adapter** 110 **LDAP Directory** Matthew Kaufman | mkaufman@bigfirm.com 917-555-1234

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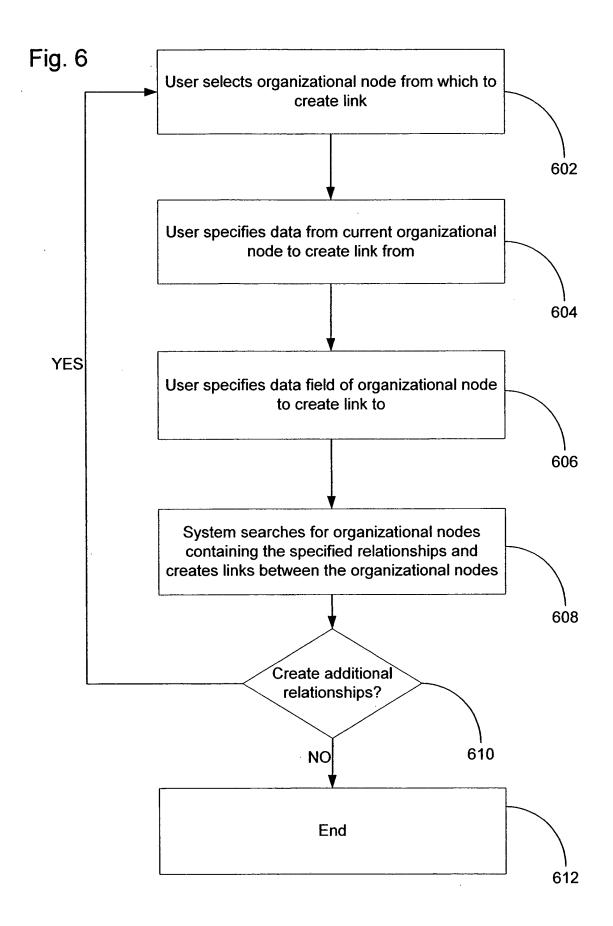


Fig. 7

Workstation

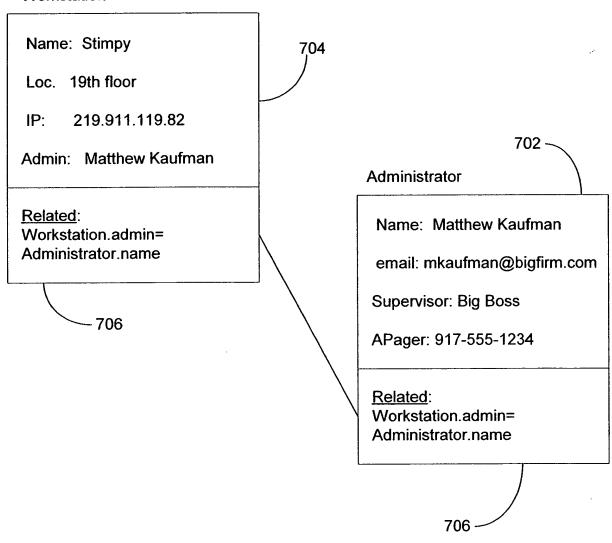
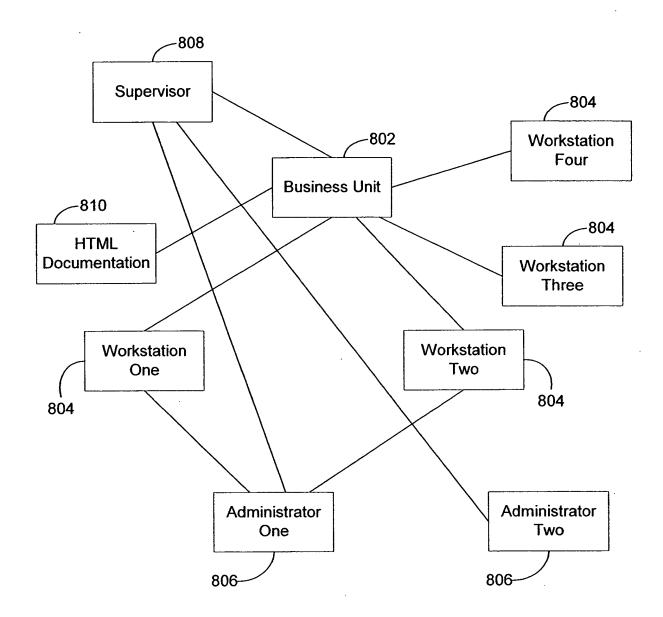
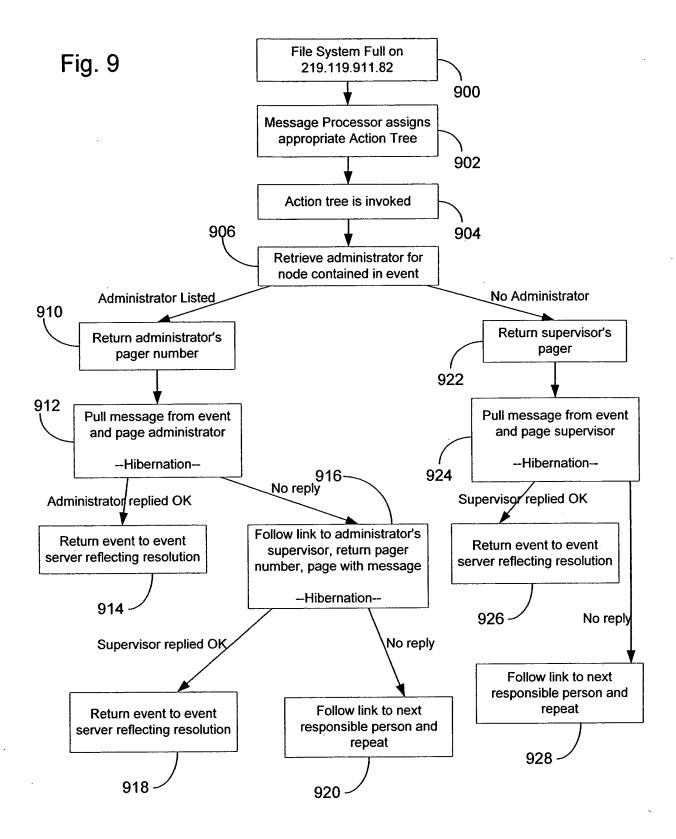


Fig. 8





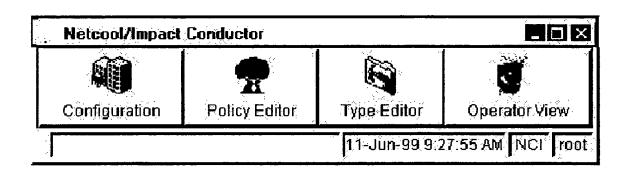


Fig. 10

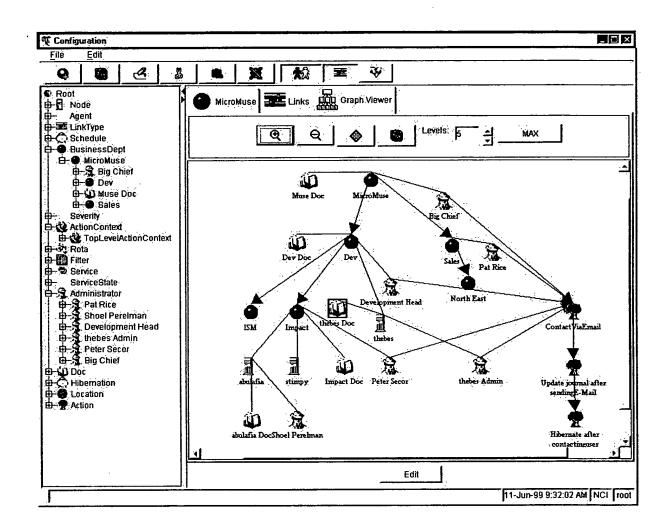


Fig. 11

Policy Editor			
File Action Node Branches			
A B B			
Action Trees on server	Caction Node Edit	Of —	
ClearAndAck	Name:	ContactViaEmail	▼ Root
GuidedActions NSLookup: Ping	Description:	Used to actually e-mail the user	Wizard
	Action Module:	SendEmail .	Choose
Action Nodes in tree	_F Variable Assig	nment	
P ContactViaEmail D P Update journal after sending E-Mail D P Hibernate after contacting user	Address = Email; ActionKey = "ImpactEmail" + random(10000); Subject = "Automated Impact GuidedActions policy email. K ey #"+ActionKey; TextMessage = "Event: "+EventContainer + " Operator Message:"+TextMessage; ExecuteOnQueue = TRUE;		Build
Acknowledgement Email received Resume escalation if no answer from user			
Lookup escalation based on Response Lookup escalation based on Serial Num Reactivate escalation found Remove hibernation			Types Clear
	Branches — go update	journal after emailing user.	f Edit 1
			Add
al l		<u> </u>	Remove
20 - 1 2 3 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	r Attributes and	User Parameters	<u>.</u>
remporary Action Nodes	Attributes	isRoot	Edit
	User Parame	ters Email, TextMessage	Edit
New		Арріу	
1		11-Jun-99	9:33:58 AM NCI ro

Fig. 12

	Type Customization for ExternalDBNode Database Links Caching Wizard O Sybase O Oracle O ObjectServer Enabled	
Externally Action Excernally Action Location Escalation Does Administr Service Filters Rota Severity	Host: abulafia Port: 4100 Username: root Password: Table configuration Table Name: alerts.nodelookup Discover Node Display Name: Node Customer Admin Description: Node Variable Type: String Add Remove	□ X □ IX
Dusinesst C. Schedule New	Available fields Customer Admin Phone Remove Apply Cancel	4-Jan-99 6:00:46 PM []

Fig. 13

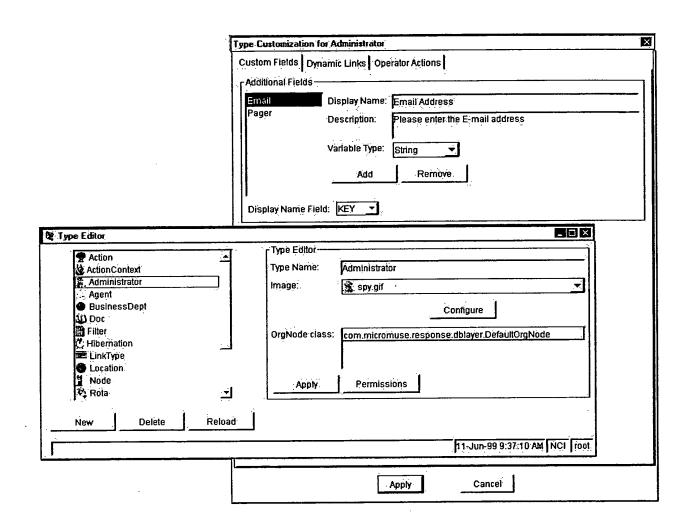


Fig. 14

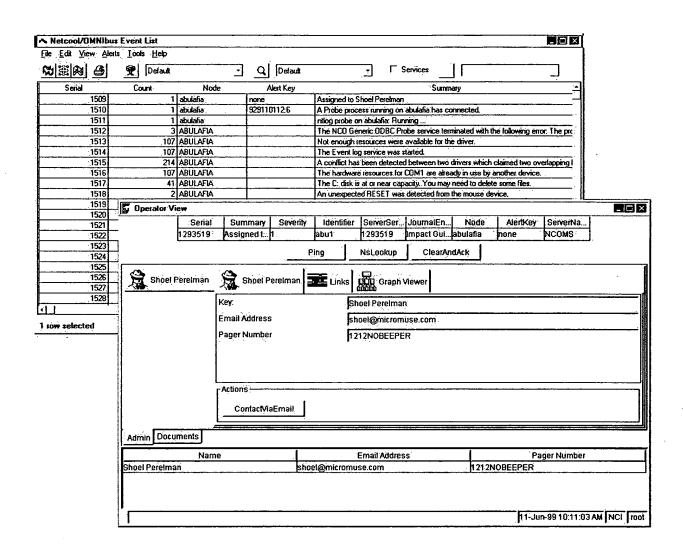


Fig. 15